ORACLE
E-BUSINESS GLOBAL PRICE LIST
September 4, 2007

Oracle Database

Prices in USA (Dollar)

Database Products	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Notes
Oracle Database					
Standard Edition One	149	32.78	4,995	1,098.90	10, 48
Standard Edition	300	66.00	15,000	3,300.00	5, 48
Enterprise Edition	800	176.00	40,000	8,800.00	8
Personal Edition	400	88.00	-	-	9
Lite Mobile Server	-	-	20,000	4,400.00	
Lite Client	50	11.00	-	-	
Enterprise Edition Options:					
Real Application Clusters	400	88.00	20,000	4,400.00	2
Active Data Guard	100	22.00	5,000	1,100.00	2
Partitioning	200	44.00	10,000	2,200.00	2
Real Application Testing	200	44.00	10,000	2,200.00	2
Advanced Compression	200	44.00	10,000	2,200.00	2
Total Recall	100	22.00	5,000	1,100.00	2
Advanced Security	200	44.00	10,000	2,200.00	2
Label Security	200	44.00	10,000	2,200.00	2
Database Vault	400	88.00	20,000	4,400.00	2
OLAP	400	88.00	20,000	4,400.00	2
Data Mining	400	88.00	20,000	4,400.00	2
Warehouse Builder Enterprise ETL	200	44.00	10,000	2,200.00	2
Warehouse Builder Data Quality	300	66.00	15,000	3,300.00	2
Content Database Suite	1,000	220.00	50,000	11,000.00	2
Records Database	1,000	220.00	50,000	11,000.00	2
Spatial	200	44.00	10,000	2,200.00	2
Database Enterprise Management					
Diagnostics Pack	60	13.20	3,000	660.00	2
Tuning Pack	60	13.20	3,000	660.00	2
Change Management Pack	60	13.20	3,000	660.00	2
Configuration Management Pack	60	13.20	3,000	660.00	2
Provisioning Pack for Database	60	13.20	3,000	660.00	2

	License Price	Software Update License & Support	Licensing Metric	Minimum	Notes
Secure Backup	3,000	660.00	Per Tape Drive	-	
Warehouse Builder Connector	20,000	4,400.00	Per Warehouse Builder Connector	1	40

TimesTen	Maximum Data Store	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Notes
TimesTen In-Memory Database	≤2 GB	-	-	12,000	2,640.00	
	≤ 10 GB	-	-	18,000	3,960.00	
	≤ 100 GB	-	-	24,000	5,280.00	
	≤ 1 TB	-	-	48,000	10,560.00	
	> 1 TB	-	-	96,000	21,120.00	
		-	-			
TimesTen In-Memory Database Options						
Replication - TimesTen to TimesTen	≤2 GB	-	-	6,000	1,320.00	2
	≤ 10 GB	-	-	9,000	1,980.00	2
	≤ 100 GB	-	-	12,000	2,640.00	2
	≤ 1 TB	-	-	24,000	5,280.00	2
	> 1 TB	-	-	48,000	10,560.00	2
Cache Connect to Oracle	≤2 GB	-	-	6,000	1,320.00	2
	≤ 10 GB	-	-	9,000	1,980.00	2
	≤ 100 GB	-	-	12,000	2,640.00	2
	≤ 1 TB	-	-	24,000	5,280.00	2
	> 1 TB	-	-	48,000	10,560.00	2
Berkeley Database						
Berkeley DB - High Availability		-	-	8,500	1,870.00	
Berkeley DB - Transactional Data Store		-	-	5,000	1,100.00	
Berkeley DB - Concurrent Data Store		-	-	1,500	330.00	
Berkeley DB - Data Store		-	-	750	165.00	
Berkeley DB Java Edition - Transactional Data Store		-	-	5,000	1,100.00	
Berkeley DB Java Edition - Concurrent Data Store		-	-	1,500	330.00	
Berkeley DB XML - High Availability		-	-	12,000	2,640.00	
Berkeley DB XML - Transactional Data Store		-	-	7,000	1,540.00	
Berkeley DB XML - Concurrent Data Store		-	-	2,250	495.00	
Berkeley DB XML - Data Store		-	-	1,500	330.00	
Other Products						
Secure Enterprise Search		60	13.20	30,000	6,600.00	37
Audit Vault Server		-	-	50,000	11,000.00	46
Audit Vault Collection Agent		-	-	3,000	660.00	

	License Price	Software Update License & Support	Licensing Metric	Minimum	Notes
Secure Enterprise Search Connector	30,000	6,600.00	Connector	1	43

Integration Products

	Named User Plus	Software Update License & Support	Computer License	Software Update License & Support	Notes
Mainframe Integration Gateways	-	-	95,000	20,900.00	
Database Gateway for Sybase	-	-	15,000	3,300.00	
Database Gateway for SQL Server	-	-	15,000	3,300.00	
Database Gateway for Informix	-	-	15,000	3,300.00	
Database Gateway for Teradata	-	-	95,000	20,900.00	
Database Gateway for VSAM	-	-	95,000	20,900.00	
Database Gateway for IMS	-	-	95,000	20,900.00	
Database Gateway for Adabas	-	-	95,000	20,900.00	
Database Gateway for DRDA	-	-	40,000	8,800.00	
Database Gateway for APPC	-	-	40,000	8,800.00	
Database Gateway for WebSphere MQ	-	-	40,000	8,800.00	
Database Gateway for DB2/400 (Priced in Advance of Availability)	-	-	40,000	8,800.00	
Access Manager for AS/400	-	-	40,000	8,800.00	

Data Warehousing Products

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Notes
Express Server	800	176.00	40,000	8,800.00	
Express Analyzer	800	176.00	-	-	
Express Objects	5,000	1,100.00	-	-	

Rdb Products

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Notes
Rdb Server Products					
Rdb Enterprise Edition	800	176.00	40,000	8,800.00	30
CODASYL DBMS	800	176.00	-	-	30
Rdb Server Options:					
TRACE	100	22.00	5,000	1,100.00	31,32
Rdb Development, Query and Reporting Tools					
Programmer for Rdb	1,000	220.00	-	-	33
CDD/ Repository	5,000	1,100.00	-	-	
CDD/R Runtime	-	-	5,000	1,100.00	34

section II

Oracle Fusion Middleware

Internet Application Server Products

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Notes
TopLink and Application Development Framework	100	22.00	5,000	1,100.00	1,22
Java Edition	100	22.00	5,000	1,100.00	1,22,24,48
Standard Edition One	149	32.78	4,995	1,098.90	15,24,48
Standard Edition	200	44.00	10,000	2,200.00	1,24,48
Enterprise Edition	600	132.00	30,000	6,600.00	1,24
BPEL Process Manager	1,000	220.00	50,000	11,000.00	1
Portal	200	44.00	10,000	2,200.00	1
Portal Standard Edition One	149	32.78	4,995	1,098.90	16
Integration and Enterprise Service Bus	400	88.00	20,000	4,400.00	1
Forms and Reports	400	88.00	20,000	4,400.00	1
Web Services Manager	800	176.00	40,000	8,800.00	1
Business Intelligence Publisher	-	-	40,000	8,800.00	23
SOA Suite for Non Oracle Middleware	1,300	286.00	65,000	14,300.00	1
Business Activity Monitoring for Non Oracle Middleware	1,200	264.00	60,000	13,200.00	1
Fusion Middleware for SAP	1,200	264.00	60,000	13,200.00	1
Fusion Middleware for PeopleSoft	1,200	264.00	60,000	13,200.00	1
Fusion Middleware for Siebel	1,200	264.00	60,000	13,200.00	1
Fusion Middleware for Retek	1,200	264.00	60,000	13,200.00	1
Fusion Middleware for iFlex	1,200	264.00	60,000	13,200.00	1
Event-Driven Architecture Suite	1,200	264.00	60,000	13,200.00	1
Data Integrator - Target Database	-	-	12,000	2,640.00	
Data Integrator - Source Database	-	-	4,000	880.00	
Web Content Management for WebCenter	1,000	220.00	50,000	11,000.00	1
Imaging and Process Management for SOA Suite	1,000	220.00	50,000	11,000.00	1
Coherence Standard Edition	80	17.60	4,000	880.00	1
Coherence Enterprise Edition	200	44.00	10,000	2,200.00	1
Coherence Grid Edition	400	88.00	20,000	4,400.00	1
Coherence Real Time Client	100	22.00	2,000	440.00	47
Data Quality for Data Integrator (up to a maximum of 100 million records) (Priced in Advance of Availability)	-	-	60,000	13,200.00	55
Data Profiling (Priced in Advance of Availability)	30,000	6,600.00	-	-	57

	License Price	Software Update License & Support	Licensing Metric	Minimum	Notes
Data Quality Rules for Data Integrator (Priced in Advance of Availability)	20,000	4,400.00	Per Rule Set	-	56
Data Quality for Data Integrator (for greater than 100 Million Records) (Priced in Advance of Availability)	4.00	0.8800	Per 1000 Records	-	55

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Notes
Internet Application Server Enterprise Edition Options:					
BPEL Process Manager Option	400	88.00	20,000	4,400.00	15
Business Activity Monitoring	600	132.00	30,000	6,600.00	15
Business Intelligence Publisher	600	132.00	30,000	6,600.00	15,23
Service Registry	800	176.00	40,000	8,800.00	15
SOA Suite for Oracle Middleware	1,000	220.00	50,000	11,000.00	15
Communication and Mobility Server	900	198.00	45,000	9,900.00	15
WebCenter	1,000	220.00	50,000	11,000.00	15
Service Registry (Also option for Java, SE One and SE Editions)	800	176.00	40,000	8,800.00	12
Internet Application Server Enterprise Management					
Diagnostics Pack	60	13.20	3,000	660.00	11
Configuration Management Pack	60	13.20	3,000	660.00	11
Provisioning Pack for Internet Application Server	60	13.20	3,000	660.00	11
Management Pack for SOA	200	44.00	10,000	2,200.00	11
Fusion Middleware Adapters:					
Application Adapters	-	-	15,000	3,300.00	3
Oracle Applications Adapter	-	-	15,000	3,300.00	
Mainframe and TP-Monitor Adapters	-	-	30,000	6,600.00	4
RosettaNet Adapter	-	-	30,000	6,600.00	
EDI Adapter	-	-	30,000	6,600.00	
Healthcare Adapter	-	-	30,000	6,600.00	
ebXML Adapter	-	-	30,000	6,600.00	
WebCenter Adapter (priced in Advance of Availability)	-	-	10,000	2,200.00	42
Enterprise Link for Business Activity Monitoring	-	-	10,000	2,200.00	
			15,000	3,300.00	

Prices in USA (Dollar)

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Notes
Business Intelligence Technology Products					
Oracle Business Intelligence					
Standard Edition	400	88.00	20,000	4,400.00	1,48
Standard Edition One	1,000	220.00	-	-	38,48
Suite Enterprise Edition Plus	1,700	374.00	255,000	56,100.00	39
Suite Enterprise Edition Plus Upgrade Only	200	44.00	30,000	6,600.00	49
Server Enterprise Edition	300	66.00	45,000	9,900.00	39
Business Intelligence Server Enterprise Edition Options:					
Interactive Dashboard	500	110.00	75,000	16,500.00	39
Delivers	300	66.00	45,000	9,900.00	39
Answers	500	110.00	75,000	16,500.00	39
Office Plug-in	200	44.00	30,000	6,600.00	39
Reporting and Publishing	400	88.00	60,000	13,200.00	39
Data Integrator	400	88.00	60,000	13,200.00	39
Disconnected Analytics	500	110.00	-	-	
Server Administrator	5,000	1,100.00	-	-	
Business Intelligence Suite Enterprise Edition Plus Options:					
Data Integrator	400	88.00	60,000	13,200.00	39

	License Price	Software Update License & Support	Metric	Notes
BI Technology - ETL and Adapters				
Informatica OEM PowerCenter ETL Server	50,000	11,000.00	Physical Server	50
Data Warehouse Business Adapter for Oracle	50,000	11,000.00	Customer	51
Data Warehouse Business Adapter for PeopleSoft	100,000	22,000.00	Customer	51
Data Warehouse Business Adapter for SAP	100,000	22,000.00	Customer	51
Data Warehouse Business Adapter for Siebel	50,000	11,000.00	Customer	51
Real-Time Decision (RTD) Technology				
Real-Time Decision Server	80,000	17,600.00	Processor	58
Decision Connector for Call Center	1,000	220.00	Application User	58,59
Decision Connector for IVR	2,000	440.00	IVR Port	58
Decision Connector for Web	25,000	5,500.00	Processor	58,60

Hyperion Business Intelligence Technology

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Notes
Hyperion Essbase - System 9	2,500	550.00	160,000	35,200.00	52,53
Hyperion Essbase - System 9 Option:					
Hyperion Essbase Visual Explorer	700	154.00	75,000	16,500.00	54
Hyperion Interactive Reporting - System 9	700	154.00	60,000	13,200.00	52,53
Hyperion SQR Production Reporting - System 9	400	88.00	20,000	4,400.00	52,53
Hyperion Financial Reporting - System 9	450	99.00	35,000	7,700.00	52,53
Hyperion Web Analysis - System 9	450	99.00	35,000	7,700.00	52,53

	License Price	Software Update License & Support	Metric	Minimum
Hyperion Data Relationship Management	24	5.28	Record	20,000
Hyperion Data Relationship Steward	5,000	1,100.00	Named User Plus	

Prices in USA (Dollar)

Enterprise Content Management Products

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Notes
Universal Content Management	2,000	440.00	100,000	22,000.00	1
Universal Records Management	-	-	100,000	22,000.00	1
Imaging and Process Management	1,000	220.00	50,000	11,000.00	1
Information Rights Management	500	110.00	-	-	44
Enterprise Content Management Suite	-	-	150,000	33,000.00	
Universal Records Management Adapter	-	-	10,000	2,200.00	45
Content Conversion Server	400	88.00	20,000	4,400.00	1

	License Price	Software Update License & Support	Metric	Minimum	Notes
Virtual PBX	30	6.60	per Subscriber		13

Identity Management Products

	License Price	Software Update License & Support	Metric	Minimum	Notes
Access Manager	20	4.40	Employee User	2,000	
	5	1.10	Non Employee User - External	5,000	
Identity Federation	30,000	6,600.00	Processor	1	
Identity Manager	60	13.20	Employee User	2,000	
	5	1.10	Non Employee User - External		
Identity Manager Connector	40,000	8,800.00	Connector	1	35
Identity and Access Management Suite	80	17.60	Employee User		
	10	2.20	Non Employee User - External		
Directory Services	600	132.00	Named User Plus		1
	30,000	6,600.00	Processor		
Enterprise Single Sign-On Suite	60	13.20	Named User Plus		
Enterprise Single Sign-On Password Reset	7	1.54	Named User Plus	2,000	
Identity Management Enterprise Management					
Management Pack for Identity Management	4.00	0.8800	Employee		
	1.00	0.2200	Non Employee User - External		

Tools

	License Price	Software Update License & Support	Metric	Minimum	Notes
Internet Developer Suite	5,000	1,100.00	Named User Plus	-	
Discoverer Desktop Edition	1,000	220.00	Named User Plus	-	
Programmer	1,000	220.00	Named User Plus	-	
Portlet Factory	9,000	1,980.00	Named User Plus	-	
Business Process Analysis Suite	9,000	1,980.00	Named User Plus	5	

Applications and Systems Management

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Notes
Database Enterprise Management					
Diagnostics Pack	60	13.20	3,000	660.00	2
Tuning Pack	60	13.20	3,000	660.00	2
Change Management Pack	60	13.20	3,000	660.00	2
Configuration Management Pack	60	13.20	3,000	660.00	2
Provisioning Pack for Database	60	13.20	3,000	660.00	2
Internet Application Server Enterprise Management					
Diagnostics Pack	60	13.20	3,000	660.00	11
Configuration Management Pack	60	13.20	3,000	660.00	11
Provisioning Pack for Internet Application Server	60	13.20	3,000	660.00	11
Management Pack for SOA	200	44.00	10,000	2,200.00	11

	License Price	Software Update License & Support	Metric	Minimum	Notes
Identity Management Enterprise Management					
Management Pack for Identity Management	4.00	0.8800	Employee	-	
	1.00	0.2200	Non Employee User - External	-	

	License Price	Software Update License & Support	Metric	Minimum	Notes
Other Infrastructure Management					
Configuration Management Pack for Non-Oracle Systems	3,000	660.00	Per Processor	-	
	60	13.20	Per Named User Plus	-	
Provisioning Pack	3,000	660.00	Per Processor	-	
	60	13.20	Per Named User Plus	-	
System Monitoring Plug-in for Hosts	1,500	330.00	Per Processor	-	
	30	6.60	Per Named User Plus	-	
System Monitoring Plug-in for Non Oracle Databases	1,500	330.00	Per Processor	-	36
	30	6.60	Per Named User Plus	-	36
System Monitoring Plug-in for Non Oracle Middleware	1,500	330.00	Per Processor	-	25
	30	6.60	Per Named User Plus	-	25
System Monitoring Plug-in for Network Devices	1,500	330.00	Per Network Device	-	26
System Monitoring Plug-in for Storage	1,500	330.00	Per Terabyte	-	27
Management Connectors	5,000	1,100.00	Per Connector	-	28
Service Management					
Service Level Management Pack	3,000	660.00	Transaction	20	
Applications Management					
Application Management Pack for E-Business Suite	6,000	1,320.00	Per Processor	-	
	120	26.40	Per Named User Plus	-	
Application Management Pack for Siebel	6,000	1,320.00	Per Processor	-	
	120	26.40	Per Named User Plus	-	
Application Management Pack for PeopleSoft	6,000	1,320.00	Per Processor	-	
	120	26.40	Per Named User Plus	-	

Prices in USA (Dollar)

Collaboration

		Collaboration Program User License	Software Update License & Support	Processor License	Software Update License & Support	Notes
Collaboration						
Collaboration Suite	Perpetual License	60	15.00	-	-	6
	1 Year Subscription License	15	15.00	-	-	6
Content Services	Perpetual License	45	11.25	-	-	6
	1 Year Subscription License	11	11.25	-	-	6
Unified Messaging	Perpetual License	45	11.25	-	-	6
	1 Year Subscription License	11	11.25	-	-	6
Real-Time Collaboration	Perpetual License	45	11.25	-	-	6
	1 Year Subscription License	11	11.25	-	-	6
Collaboration Suite Options:						
Records Management Option	Perpetual License	100	25.00	-	-	29
	1 Year Subscription License	25	25.00	-	-	29
Content Services Options:						
Records Management Option	Perpetual License	100	25.00	-	-	29
	1 Year Subscription License	25	25.00	-	-	29

	License Price	Software Update License & Support	Metric	Minimum	Notes
Applications sold by Technology Reps					
Healthcare Transaction Base	1,000	220.00	Named User Plus	50	13
	100,000	22,000.00	Processor	1	13,14

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list. Support for all term licenses is 22% of net perpetual fee. Exception: support fees for the Collaboration Suite are 25% net perpetual license fees.

Oracle Technology Footnotes

[1] If licensing by Named User Plus, the minimum is 10 Named User Plus licenses per Processor.

[2] Enterprise Edition Options & Database Enterprise Management Packs must match the number of licenses of the associated Oracle Database Enterprise Edition. In addition, a minimum of 25 Named User Plus licenses per Processor must be met. Associated Database is defined as the database(s) which is (are) being managed by the option. For the purposes of licensing TimesTen In-Memory Database Options, the number of option licenses must match the number of processors and the maximum data store size of the associated Oracle TimesTen In-Memory Database. For the purposes of licensing Active Data Guard, both the primary and standby servers must be licensed.

[3] Application Adapters are available for: PeopleSoft, SAP, Siebel & JD Edwards.

[4] Mainframe and TP-Monitor Adapters are available for: CICS, IMS/DB, IMS/TM, VSAM, BeanConnectand Tuxedo.

[5] Oracle Database Standard Edition can only be licensed on servers that have a maximum capacity of 4 sockets. If licensing by Named User Plus, the minimum is 5 Named User Plus licenses. Additionally, it may be licensed on a single cluster of servers supporting up to a maximum capacity of 4 sockets .

[6] 2, 3, 4 and 5-Year Term Licenses are not available for Collaboration products. Customers must purchase Software Updates when purchasing Product Support. On Demand for Collaboration products is optional for customers purchasing Collaboration product licenses. Customers must purchase Software Updates and Product Support when purchasing On Demand. E-Business Discount Schedule applies to License, Software Updates, and Product Support fees. On Demand Discount Schedule applies to On Demand for Collaboration products. On Demand for this product is on Controlled Availability and requires approval. Please refer to the Approval Matrix on http://esource.oraclecorp.com for more information. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.

[7] If licensing by Named User Plus, the minimum is 25 Named User Plus licenses per Processor.

[8] Personal Edition provides a maximum of one Named User Plus per database.

[10] Oracle Standard Edition One may only be licensed on servers that have a maximum capacity of 2 sockets. If licensing by Named User Plus, the minimum is 5 Named User Plus licenses.

[11] Internet Application Server Enterprise Management Packs must match the number of licenses of the associated Internet Application Server (Excluding TopLink and Application Development Framework, for which these Management Packs cannot be licensed).
An associated Internet Application Server is defined as the Internet Application Server(s) which is (are) being managed by the option.

[12] Java Edition, Standard Edition One and Standard Edition Options must match the number of licenses of the associated Oracle Internet Application Server Edition. Associated Application Server is defined as the application server(s) which is (are) being managed by the option.

[13] This product is on Controlled Availability and requires approval. Please refer to the Approval Matrix on http://esource.oraclecorp.com for more information. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.

[14] For the purpose of licensing Healthcare Transaction Base, only the processors on which iAS Enterprise Edition and this program are installed and/or running are counted for the purpose of determining the number of processors required to license this program.

[15] Internet Application Server Enterprise Edition Options must match the number of licenses of the associated Internet Application Server. Associated Application Server is defined as the application server(s) which is (are) being managed by the option.

[16] Internet Application Server Standard Edition One and Portal Standard Edition One may only be licensed on servers that have a maximum capacity of 2 sockets. If licensing by Named User Plus, the minimum is 5 Named User Plus licenses.

[22] Application Development Framework requires a runtime license. This can be purchases via Toplink and Application Development Framework or Java Edition

[23] Business Intelligence Publisher is also licensable via the per Employee metric. The price is 40.00 USA (Dollar) per Employee when licensed as a standalone product and 30.00 USA (Dollar) per Employee when licensed as an option to the Application Server Enterprise Edition. The minimum for employee licensing is 1,000 Employee licenses.

[24] The Named User Plus Minimum does not apply if the program is installed on a one processor machine that allows for a maximum of one user per program.

[25] Plug-in available for BEA WebLogic, IBM WebSphere, Microsoft Active Directory, Microsoft .NET, Microsoft Internet Information Services (IIS), Microsoft ISA Server, Microsoft Commerce Server, Microsoft BizTalk Server, IBM WebSphere MQ, Jboss, VMware ESX Server. Each Plug-in is licensed separately.

[26] Plug-in available for F5 Load Balancers, Juniper Netscreen Firewall, Check Point Firewall. Each Plug-in is licensed separately.

[27] Plug-in available for NetApp Filers, EMC NS Series NAS, EMC Symmetrix, EMC CLARiiON. Each Plug-in is licensed separately.

[28] Management Connectors are available for: Remedy Help Desk, Microsoft Operations Manager 2005. Each Connector is licensed separately

[29] The number of Options licenses must match to the number of licenses of the parent product

[30] If licensing by Named User Plus, the minimum is 25 Named User Plus licenses per Processor.

[31] Rdb Server Options must match the number of licenses of the associated database.

[32] TRACE may also be licensed with CODASYL DBMS.

[33] Oracle precompilers supported via SQL*Net for Rdb for use across Oracle & Rdb Servers.

[34] CDD/R Runtime is an unlimited use license for applications requiring CDD/R deployment licenses.

[35] Following is the list of available Identity Manager Connectors: Database User Management, Database Applications Table, Microsoft Active Directory, Oracle Internet Directory, Novell eDirectory, Sun Java System Directory, Oracle e-Business, PeopleSoft Enterprise Applications, SAP Enterprise Applications, Microsoft Exchange, Novell Groupwise, Microsoft Windows, UNIX, RSA Authentication Manager, RSA ClearTrust, IBM Lotus Notes/Domino, SAP Enterprise Portal, Siebel Enterprise Applications, IBM RACF, CA ACF2, CA Top Secret, BMC Remedy User Management, IBM OS/400, JDEdwards EnterpriseOne, Oracle Retail, BMC Remedy Ticketing, Siemens DirX LDAP (priced in Advance of Availability) . Each connector is licensed separately.

[36] Plug-in available for IBM DB2, Microsoft SQL Server

[37] Secure Enterprise Search may also be licensed on per employee metric. The minimums for employee licensing is 200 employee licenses. The price is $30 USA Dollar per employee. When licensing by named user plus metric, the minimums are 100 Named User Plus licenses

[38] Business Intelligence Standard Edition One may only be used on servers that have the ability to run a maximum of 2 sockets. The minimums for this product are 5 named user plus licenses and the maximum is 50 named user plus licenses. The data sources for BI Server and Business Intelligence Publisher are limited to the included Oracle Standard Edition One, one other database, and any number of flat file sources such as CSV, and XLS. You may use Oracle Warehouse Builder Core ETL to pull data from any number of data sources but you must use only the included Oracle Standard Edition One as the target database.

[39] The minimums for this product are 50 Named User Plus licenses. The number of options licenses must match the number of licenses of the associated Business Intelligence Server Enterprise Edition. If licensing as an option to Business Intelligence Suite Enterprise Edition Plus, the number of options licenses must match the number of licenses of the associated Business Intelligence Suite Enterprise Edition Plus.

[40] Warehouse Builder Connectors are only licensable with Oracle Database Enterprise Edition. Warehouse Builder Connectors are available for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP. The Connector licenses do not need to match to the Database Enterprise Edition licenses.

[42] WebCenter Adapters are not available at this time.

[43] Secure Enterprise Search Connectors are available for: Documentum Content Server, Documentum eRoom, Filenet P8 Content Engine, Filenet Image Services, IBM Lotus Notes, IBM DB2 Content Manager, OpenText Livelink, Hummingbird DM, Oracle E-Business Suite, Business Objects, Cognos, MicroStrategy, and Siebel. Each Connector is licensed separately.

[44] The Named User Plus minimum is 100 Named User Plus licenses.

[45] The following Universal Records Management Adapters are available: Symantec Enterpnse Vault, Microsoft SharePoint. Each Adapter is licensed separately.

[46] Database Enterprise Edition options, including the Database Enterprise Management Packs may be licensed with this program. Database Enterprise Edition Options & Database Enterprise Management Packs must match the number of licenses of the associated Audit Vault Server.

[47] The Named User Plus minimums for this program are 25 Named User Plus licenses.

[48] These programs are designated SMB Technology Programs.

[49] This upgrade provides the following: Hyperion Interactive Reporting - System 9, Hyperion SQR Production Reporting - System 9, Hyperion Web Analysis - System 9, Hyperion Financial Reporting - System 9.

[50] Informatica OEM PowerCenter ETL Server may not be used on a standalone basis or as a standalone ETL tool. The Informatica OEM Power Center ETL Server may be used with any data source provided the target(s) are: (i) the Oracle Business Intelligence applications programs (excluding Hyperion Financial Performance Management Applications), (ii) the underlying platforms on which the Oracle Business Intelligence Suite Enterprise Edition Plus program or associated components run, or (iii) a staging database for any of the foregoing. Informatica OEM Power Center ETL Server may also be used where the Oracle Business Intelligence applications (excluding Hyperion Financial Performance Management Applications) programs are the source and non-Oracle Business Intelligence application programs are the target, provided, that users do not use Informatica OEM PowerCenter ETL Server to transform the data.

[51] When you purchase a license for the Data Warehouse Business Adapter program you must have the appropriate licenses for each operational application used as a source (e.g., Oracle, SAP, PeopleSoft, Siebel). A license to the Data Warehouse Adapter program does not provide a license or the right to use the operational applications, a license to the Data Warehouse Adapter program provides only a connector to them.

[52] Customers with pre-System 9 licenses must pay a System 9 Foundation Enablement fee to migrate to the corresponding System 9 licenses.

[53] The minimums for this product are 25 Named User Plus licenses or 4 Processor licenses.

[54] The minimums for this product are 25 Named User Plus licenses or 4 Processor licenses. The number of options licenses must match the number of licenses of the associated Hyperion Essbase - System 9 licenses.

[55] Data Quality for Data Integrator must be licensed using the Per Processor metric for up to a maximum of 100 million records per calendar year. Usage over 100 million records per year must be licensed using the Per 1000 Records metric.

[56] Rule Sets are available for the following countries and each Rule Set is licensed separately: Argentina, Australia, Austria, Belgium, Brazil, Brunei Darussalam, Canada, Chile, Colombia, Denmark, France, Germany, Great Britain, Hong Kong, India, Ireland, Italy, Jamaica, Malaysia, Mexico, Netherlands, New Zealand, Peru, Philippines, Portugal, Saudi Arabia, Singapore, South Africa, Spain, Sweden, Switzerland, United Arab Emirates, United States, Venezuela.

[57] The minimums are 4 Named User Plus licenses.

[58] Initial purchase of RTD Analytics requires licensing, 1) Real-Time Decision Server, 2) appropriate Decision Connector for each RTD Decision Server touch point.

[59] Decision Connector for Web must be licensed for each web server Processor receiving decisions from the Oracle Real-Time Decision Server program.

[60] Decision Connector for Call Center must be licensed for each call center agent receiving decisions from the Oracle Real-Time Decision Server program.

DEFINITIONS

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Non-Oracle Systems, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware and Provisioning Pack, only the users of the third party program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, and Application Management Pack for PeopleSoft all users of the middleware and/or database software that support the respective application program are counted for the purpose of determining the number of licenses required.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a Processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. For the purposes of counting the number of processors which require licensing, for a Sun UltraSPARC T1 processor with 4, 6 or 8 cores at 1.0 gigahertz or 8 cores at 1.2 gigahertz for only those servers specified on the Sun Server Table which can be accessed at http://oracle.com/contracts, n cores shall be determined by multiplying the total number of cores by a core processor licensing factor of .25. For the purposes of counting the number of processors which require licensing for AMD and Intel multicore chips, n cores shall be determined by multiplying the total number of cores by a core processor licensing factor of .50. For the purposes of counting the number of processors which require licensing for all hardware platforms not otherwise specified in this section, a multicore chip with "n" cores shall be determined by multiplying "n" cores by a core processor licensing factor of .75. All cores on all multicore chips for each licensed program for each factor listed below are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket.

For example, a Sun UltraSPARC T1 based server installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50 which is then rounded up to the next whole number which is 2). An Intel or AMD based server installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 7 cores would require 4 processor licenses (7 multiplied by a core processor licensing factor of .50 equals 3.50 which is then rounded up to the next whole number which is 4). Two multicore servers, for hardware platforms not specified above, installed and/or running the program on 10 cores would require 8 processor licenses (10 multiplied by a core processor licensing factor of .75 equals 7.50 which is then rounded up to the next whole number which is 8).

For the Healthcare Transaction Base program, only the processors on which Internet Application Server Enterprise Edition and this program are installed and/or running are counted for the purpose of determining the number of licenses required. For the iSupport, iStore and Configurator programs, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program are running are counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Non-Oracle Systems, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware and Provisioning Pack, only the processors on which the third party program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, and Application Management Pack for PeopleSoft, all processors on which the middleware and/or database software that support the respective application program are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator - Target Database, each processor on which the data warehouse, data mart or target database is running are counted for the purpose of determining the number of Target Database licenses required.

For the purposes of the following program: Data Integrator - Source Database, each processor on which the source database is running are counted for the purpose of determining the number of Source Database licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected are counted for the purpose of determining the number of licenses required.

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. Applications Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Application Read-Only User: is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses.

Collaboration Program User: is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. For the purposes of counting and licensing the number of Real-Time Collaboration users, a Collaboration Program User within your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to your company and attending a web conference are not required to be licensed.

Annual Transaction Volume: is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product with which the software product is required to interface.

Warehouse Builder Connector: is defined as a software product that connects an Oracle database where the Oracle Warehouse Builder code is deployed, to an external product (e.g., SAP). A unique connector is required for each distinct external product for which the Oracle database is required to interface.

Cost of Goods Sold: is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Customer: is defined as the Customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

Electronic Order Line: is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

DEFINITIONS (Continued)

Employee: is defined as all of your full-time, part-time, temporary employees and all of your agents, contractors and consultants. The quantity of the licenses required is determined by the Employee Count and not the actual number of users. In the event that customer elects to outsource any business function(s), all of the full-time, part-time, temporary employees and agents, contractors and consultants of the company providing the outsourcing services must be counted for the purposes of determining Employee Count.

Employee User: is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Entry: is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

Expense Report: is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

FTE Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Invoice Line: is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. Customers must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Module: is defined as each production database running the programs.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not li, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Partner Organization: is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Time and Labor, a person is defined as an employee or contractor whose time or labor (piece work) or absences are managed by the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. For Internet Time, a person is defined as an individual who is charging time to a project via the application. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the programs are installed.

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For all application programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator program.

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Service Order Line: is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter. The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Tape Drive: Tape drives are defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

DEFINITIONS (Continued)

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Employee: is defined as an active employee of yours. (note: The value of these applications is determined by the size of the active employee population and not the number of actual users. Therefore, all of your active employees must be included in your order when licensing these applications). UPK Employees may view and interact with simulations and documentation but may not create or modify simulations or documentation.

UPK User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Users may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

$M Freight Under Management: is defined as one million U.S. dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

$M in Revenue: is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M in Managed Assets: is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

GENERAL LICENSING RULES

TERM DESIGNATION

If your Program License does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the Agreement.

5 Year Term: A Program license specifying a 5 Year Term shall commence on the Effective Date of the order and shall continue for a period of 5 years. At the end of the 5 Year Term the Program license shall terminate automatically.

4 Year Term: A Program license specifying a 4 Year Term shall commence on the Effective Date of the order and shall continue for a period of 4 years. At the end of the 4 Year Term the Program license shall terminate automatically.

3 Year Term: A Program license specifying a 3 Year Term shall commence on the Effective Date of the order and shall continue for a period of 3 years. At the end of the 3 Year Term the Program license shall terminate automatically.

2 Year Term: A Program license specifying a 2 Year Term shall commence on the Effective Date of the order and shall continue for a period of 2 years. At the end of the 2 Year Term the Program license shall terminate automatically.

1 Year Term: A Program license specifying a 1 Year Term shall commence on the Effective Date of the order and shall continue for a period of 1 year. At the end of the 1 Year Term the Program license shall terminate automatically.

ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the appropriate renewal adjustment. Oracle uses two different renewal adjustments: the Inflationary Adjustment Rate (IAR) and the Local Renewal Adjustment (LRA). Support for all licenses is adjusted by the greater of the LRA or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

· Oracle Database Server Support Package (2,000 USA (Dollar) for 10 incidents on one server):

Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters

· Oracle Application Server Support Package (1,000 USA (Dollar) for 10 incidents on one server):

Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle MetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

JDeveloper Support

JDeveloper Support is a 24x7 support service that provides direct access to Oracle experts for product-specific questions about installing and operating Oracle JDeveloper. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests. JDeveloper Support is priced at 218.90 USA (Dollar) per Named User Plus per annum. Price applies to first year support only. JDeveloper Support is available only for the free version of JDeveloper downloaded from OTN after Jun 28, 2005. All standard Oracle support policies, as outlined in the Technical Support Policies, are applicable to JDeveloper purchased before this date.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support   i.e., access to Oracle s online and call-center support   and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.